POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Network Services Unit –
	Senior Systems Technical Professional I
LOCATION:	500 Rutherford Ave.,
	Charlestown, MA 02129-1628
STARTING SALARY:	$97,000 - $106,000
APPLICATION DEADLINE:	Applicants will be considered on a rolling basis. This position will remain open until filled. (posted on 4/06/2022)

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The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 69,000 recipients and maintains and services retirement accounts for over 95,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from 420 local school districts.

GENERAL STATEMENT OF DUTIES

Under the general supervision of the Director of Network Services, the Senior Systems Technical Professional I will perform day-to-day systems oversight and provide technical support coverage for the entire agency.

Essential Duties and Responsibilities

- Manages the day-to-day operations of the MTRS Local Area Network (LAN) and Wide Area Network (WAN) by monitoring system performance, configuration, maintenance and repair.

- Maintains and applies patches and upgrades to host system firmware and software. Works with vendors during support calls.

- Responsible for maximum "up-time" and ensuring the efficient use of network operating systems, applications, servers, services, and equipment through the monitoring and evaluation of the infrastructure, network design, security administration, modifications, performance tuning, updates and repairs for the MTRS's LAN and WAN.

- Manages vendors supporting MTRS Amazon Web Services cloud infrastructure environments. Tests and confirms changes and updates.

- Manages vendors supporting MTRS Citrix Virtual Desktop and Virtual Application infrastructure environments. Tests and confirms changes and updates.

- Manages and supports MTRS's ETDR (Endpoint Threat Detection and Response) System CrowdStrike Falcon Complete. Serves as primary contact resolving licensing, configuration and licensing relate issues.

- Supports and maintains EMC Storage Area Network (SAN) environment including disk arrays, fiber channel switches, tape libraries and other components.

- Responsible for daily backups of data on cloud and on-premises network systems.

- Supports and manages the MTRS's business continuity infrastructure.

- Maintains non-Windows server operating systems, such as Linux.

- Maintains and monitors server and network monitoring systems.

- Serves as a resource for staff/vendors in managing:

    o Physical Windows Hyper-V server operating environment;

    o Physical Windows Hyper-V server operating environment for Virtual Desktop; and

    o Virtual Windows Hyper-V server operating servers

- Manages and maintains the Western Regional Office infrastructure up to ten users. Performs site visits and maintenance upgrades on monthly basis.

- Maintains and supports the following MTRS Systems with Vendors:

    o Amazon FSx Windows File System
    o Microsoft SQL Database Server Cluster
    o Barracuda Total Email Protection software
    o Exchange Email Server
    o MTRS Office 365 Tennent

- Performs all patching, upgrades and maintenance.

- Performs internal security self-audits as directed.

- Manages Microsoft Windows Server Network Operating Systems and any related third-party software.

- On a rotational basis (monthly) provides 24 x 7 emergency coverage for MTRS Network and MyTRS and, if required, follows unscheduled outage procedures by immediately notifying the appropriate vendor for support.

- Provides technical expertise in maintaining and improving computer operations of Network Services Unit.

- Performs hardware and software troubleshooting to identify and solve problems as necessary.

- Meets with the Network Service Team to review and determine the priorities, schedule and resources for equipment repairs or software support.

- Participates in strategic planning in the Network Service Unit.

- Leads IT projects as needed.

- Develops and writes procedures for the installation, use, and troubleshooting of communications hardware and software.

- Acts as led contact for agency with the Commonwealth of MA Executive Office of Technology, Service and Security (EOTSS)

- Follows EOTSS and MTRS security guidelines, procedures, and policies. Maintains security of highly sensitive and/or confidential data. Performs MTRS security self-audits according to MTRS procedures for the network, MTRS office space and applications.

- Assists other technical staff as required with the testing and debugging of computer programs and systems.

- Works closely with contractors/vendors to ensure that cabling, software, hardware and peripherals are installed according to specifications.

- Works on assigned projects as needed.

Required Education and Experience (satisfy one of following three criteria):

- A Bachelor's Degree (no specific major required) and at least seven years of related professional work in the IT industry maintaining network LAN and/or WAN for a medium size organization of at least 80+ staff.
- At least 10 years of relevant professional work in the IT industry may serve as a substitute for the degree requirement above.
- Microsoft MSCE Certificate: Server Infrastructure/Virtualization.

Necessary Knowledge, Skills and Abilities

- Experience in managing and maintaining AWS instances.
- Experience in managing and maintaining Hyper V 3.0.
- Experience in managing and maintaining Microsoft Exchange Server.

- Experience in managing and maintaining Dell and EMC Storage Systems.
- Experience in managing and maintaining Brocade iSCSI and Fiber Channel SAN connectivity.
- Experience in managing HP ProCurve or Cisco Switches.
- Ability to assist/support manage Citrix Virtual Desktops and Virtual Applications.
- Ability to manage and maintain Red Hat Linux Network Operating Systems.
- Ability to manage Microsoft SQL Server.
- Knowledge of Backup and BackupExec Systems.
- Knowledge of Microsoft Office 365 Windows Desktop Operating Systems.
- Knowledge of Barracuda Cloud email archive system.
- Committed to quality service.
- Excellent problem-solving abilities.
- Excellent communication and writing skills, including the ability to explain technical concepts to a variety of audiences.
- Ability to work independently and in a team environment.

EXPECTED HOURS OF WORK

This is a full-time position. New hires are required to report to the office five days per week for 90 calendar days. Thereafter, they may apply for a hybrid remote schedule. Hours of work are flexible, but are generally, Monday through Friday, 7 AM to 3 PM, 8 AM to 4 PM, or 9 AM to 5 PM (30 minute lunch). This position may require extended hours and weekend work.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the *MassCareers* portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Senior Systems Technical Professional I with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Applicants who do not submit a cover letter will not be considered.

Pursuant to Commonwealth Executive Order # 595, the MTRS requires staff to have received the COVID-19 vaccination as a condition of employment. Staff are also encouraged to receive a booster. To be considered fully vaccinated, individuals must have received two doses of the approved Pfizer/Moderna COVID-19 vaccine or single dose of the Johnson & Johnson COVID19 vaccine. Finalists will be given details about how to demonstrate receipt of vaccination.

The MTRS is an equal opportunity employer.